



# **The Superior Court of California, County of Glenn**

## **Limited Term Revenue Collections Clerk I (12-14)**

Hourly Rate: \$14.6167 to \$17.7667 (depending on experience)

**Application forms may be obtained from and are to be returned by  
5:00 PM, Friday, January 9, 2015 to:**

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF GLENN, ADMINISTRATION  
526 W. SYCAMORE STREET, ROOM 102  
WILLOWS CA 95988**

TELEPHONE (530) 934-6382 FAX (530) 934-6406  
[www.glenncourt.ca.gov](http://www.glenncourt.ca.gov)

**To Apply:** Applicants are required to submit the following items to the Court no later than  
**5:00 PM, Friday, January 9, 2015**

1. A thoroughly completed and signed Glenn Superior Court application
2. A résumé (résumés in lieu of the application form will not be accepted)
3. Responses to the supplemental questions (on page three of this announcement)
4. A keyboarding certificate documenting a corrected rate of 40 words per minute for a 5 minute test  
**Certificates can be obtained from any employment agency (for a fee) or free of charge through the Chico Employment Center, 2445 Carmichael Drive, Chico, CA 530-895-4364. NOTE: On-line self-testing typing test certifications will NOT be accepted.**

### **Definition:**

Under general supervision, performs specialized collections, administrative and clerical duties in support of Court collections and related operations, including: pursuing and securing payment of receivable and delinquent accounts; collecting and recordkeeping of payments; applying applicable collections and accounting laws; and other related duties as assigned.

This new classification is benefited and will be of limited term while waiting for completion of the approval process to become part of the regular position structure for the Court.

### **Example of Typical Duties:**

1. Interviews debtors to determine their ability to pay financial obligations owed to the courts; conducts financial resources background investigations to obtain information regarding debtors' ability to pay.
2. Sets up extended payment agreements with debtors based on their ability to pay, consistent with established judicial guidelines.
3. Receives and posts receivables to accounts and journals; computes and posts interest; audits accounts.
4. Makes contacts to follow-up on accounts where debtors fail to carry out agreed-upon commitments.
5. Recommends adjustments, compromises or cancellations of accounts when undue financial hardship would occur.
6. Explains legal actions, such as earnings withholdings, to debtors and their attorneys.
7. Prepares and maintains financial records, reports, correspondence and other documents relating to cases.
8. Types or keys in data from forms, correspondence, reports and other documents. Maintains and updates files for fiscal record keeping.

## Minimum Qualifications:

Any combination of training and experience that would likely provide the required knowledge and abilities including the knowledge of methods and techniques used in determining financial assets, modern collection procedures and methods, and ability to effectively interview and communicate with clients, is qualifying.

A typical way to obtain the knowledge and abilities required at the entry level would be: education equivalent to a high school diploma or GED and two years of clerical work experience in general principles of examining and reviewing accounting, record keeping, financial or statistical data, and familiarity with collections processes.

Knowledge of basic accounting record keeping and financial processing concepts and procedures; business arithmetic, algebra, statistics, and their applications; modern office equipment, methods, procedures, and computer hardware and software; and techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Ability to make accurate arithmetic calculations; maintain accurate financial records and reports; perform detailed accounting support work; operate standard office equipment; communicate effectively in English, oral and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

## Special Requirements:

Incumbents are expected to work inside buildings; to work either alone or closely with others; to lift and carry objects weighing up to 25 pounds; see well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; possess independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment; and have manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write.

Reasonable accommodations may be made for some of these physical demands for otherwise qualified individuals who require such accommodation. All applicants receive consideration for employment without regard to age, ancestry, color, marital status, national origin, genealogy, political affiliation, race, religion, sex or other non-merit factors (except as limited by law).

***THIS JOB ANNOUNCEMENT SHOULD NOT BE CONSTRUED TO IMPLY THAT THESE REQUIREMENTS ARE THE EXCLUSIVE STANDARDS OF THE POSITIONS. EACH INCUMBENT DOES NOT NECESSARILY PERFORM ALL DUTIES. ADDITIONALLY, INCUMBENTS MAY BE REQUIRED TO FOLLOW INSTRUCTIONS AND TO PERFORM OTHER JOB RELATED DUTIES AS REQUIRED.***

## Salary and Benefits:

- Salary:** The range consists of five steps with approximately a five percent difference between each step.
- Holidays:** 13 paid scheduled plus one floating holiday per year.
- Insurance:** The Court makes available to employees and their dependents a health, dental and a vision program. The Court provides a group term life and participates in California State Disability and Family Leave programs.
- Sick Leave:** 12 days per year; unlimited maximum accrual.
- Vacation:** 0 – 2 full years, 11 days; 3 – 11 full years, 16 days; 11– 19 full years, 21 days; after 19 full years, 26 days.
- Retirement:** Regular full-time and part-time employees participate in the Public Employees Retirement System with a benefit amount as determined by the California Public Employee Retirement System's regulations and Social Security.
- Deferred Compensation:** A tax deferred long-term savings plan is available on a voluntary basis.

## Pre-Employment Policies:

Offers of employment are contingent upon submission of documents verifying identity and authorization to work in the United States in accordance with the Immigration Reform and Naturalization Control Act of 1986; successful completion of pre-employment alcohol and drug screening, background and reference check; satisfactory driving record and proof of automobile insurance (if applicable to the job), and other requirements of the position (licensing, certification, etc.).

## **Court Revenue Collections Clerk I Supplemental Questions**

This supplemental application, the regular Court application and other required documents will be the basis for a competitive evaluation of qualifications. A résumé will **not** substitute for the responses to this application.

On a separate sheet(s) of paper, please type or print your responses to the items listed below. Be concise and specific. **Please print your name, sign and date EACH page.**

1. The successful candidate will be:
  - A. Organized
  - B. Able to work closely with others as a key member of the team
  - C. Be persistent while still showing exceptional customer service skills

For each of the items A-C above, explain in DETAIL and demonstrate how you have been successful and excelled in these areas in your current or prior positions.

2. Explain what employment expectations you have from this position.
3. Detail the work experience or education you have to successfully perform the duties as shown on this announcement?